

## ***Annexure E - Service Level Standards***

## Province: Municipality (KZN263) - Schedule of Service Delivery Standards Table

Description Standard		Service Level
<b>Electricity Service</b>		
What is your electricity availability percentage on average per month?		100%
Do your municipality have a ripple control in place that is operational? (Yes/No)		Yes
How much do you estimate is the cost saving in utilizing the ripple control system?		Via load control
What is the frequency of meters being read? (per month, per year)		Monthly
Are estimated consumption calculated at consumption over (two month's/three months/longer period)		Read on a monthly basis
On average for how long does the municipality use estimates before reverting back to actual readings?		N/A
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)		Immediately where possible
Are accounts normally calculated on actual readings? (Yes/no)		Yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		No
How long does it take to replace faulty meters? (days)		Within 30 days
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)		Yes, tender has been drawn up
How effective is the action plan in curbing line losses? (Good/Bad)		Not in use at the moment
How soon does the municipality provide a quotation to a customer upon a written request? (days)		Within 7 days
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)		Within 10 days
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)		Within 10 days
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)		Within 30 days
<b>Sewerage Service</b>		
Are your purification system effective enough to put water back in to the system after purification?		Yes
To what extend do you subsidize your indigent consumers?		Indigent consumers get subsidized 100%
<b>How long does it take to restore sewerage breakages on average</b>		
Severe overflow? (hours)		24 hours
Sewer blocked pipes: Large pipes? (Hours)		4 hours
Sewer blocked pipes: Small pipes? (Hours)		1 hour
Spillage clean-up? (hours)		1 hour

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Replacement of manhole covers? (Hours)		1 hour
<b>Road Infrastructure Services</b>		
Time taken to repair a single pothole on a major road? (Hours)		2 hours
Time taken to repair a single pothole on a minor road? (Hours)		1 hour
Time taken to repair a road following an open trench service crossing? (Hours)		8 hours
Time taken to repair walkways? (Hours)		4 hours
<b>Property valuations</b>		
How long does it take on average from completion to the first account being issued? (one month/three months or longer)		One month
Do you have any special rating properties? (Yes/No)		No
<b>Financial Management</b>		
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)		Yes, it is decreasing
Are the financial statement outsources? (Yes/No)		AFS are compiled in conjunction with PWC
Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance?		Yes
How long does it take for a Tax/Invoice to be paid from the date it has been received?		30 days
Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?		No
<b>Administration</b>		
Reaction time on enquiries and requests?		7 working days
Time to respond to a verbal customer enquiry or request? (working days)		7 working days
Time to respond to a written customer enquiry or request? (working days)		7 working days
Time to resolve a customer enquiry or request? (working days)		7 working days
What percentage of calls are not answered? (5%, 10% or more)		5%
How long does it take to respond to voice mails? (hours)		N/A
Does the municipality have control over locked enquiries? (Yes/No)		No

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Is there a reduction in the number of complaints or not? (Yes/No)	Yes	
How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	1 day	
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	Not often	
<b>Community safety and licensing services</b>		
How long does it take to register a vehicle? (minutes)	60 minutes	
How long does it take to renew a vehicle license? (minutes)	60 minutes	
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	60 minutes	
How long does it take to de-register a vehicle? (minutes)	60 minutes	
How long does it take to renew a driver's license? (minutes)	60 minutes	
What is the average reaction time of the fire service to an incident? (minutes)	60 minutes	
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	N/A	
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	N/A	
<b>Economic development</b>		
How many economic development projects does the municipality drive?	3	
How many economic development programmes are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	5	
What percentage of the projects have created sustainable job security?	5%	

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Does the municipality have any incentive plans in place to create a conducive environment for economic development? (Yes/No)	No
Other Service delivery and communication	
Is an information package handed to the new customer? (Yes/No)	No
Does the municipality have training or information sessions to inform the community? (Yes/No)	No
Are customers treated in a professional and humanly manner? (Yes/No)	Yes